



Pike County Light and Power Company

PUC Reliability Forum

1/10/13



Francis Peverly

Vice President of Operations

Storm Facts

- Largest Storm Observed in the Atlantic Ocean
 - Nearly 1000 mile radius
 - Wind speeds exceeding 90 mph
 - 14 ft storm surge in NY Harbor – highest ever recorded
 - Minimum central pressure of 946 mb – second lowest pressure of any storm reaching shore above Cape Hatteras, NC
 - 2nd most powerful storm to hit the United States; greater than Hurricane Katrina in 2005
- 8.5 Million Customers Affected

Impact Summary

- 250,000 Customers Affected
 - All Pennsylvania customers were affected
- Damage to 27 Transmission Lines
- Disabled 17 Substations
- Badly Damaged Almost All 280 Distribution Circuits
- Mobilized Entire Workforce and Approximately 2,800 Contractors

Pre-storm Preparation

- Storm Plan Review and Improvement
 - Enhance ability to handle customer calls and inquiries
 - Improve the timeliness and consistency in communicating restoration times
 - Rebuild the storm blueprint process and structure to handle storms of a greater magnitude

Call Center Preparation

- Automated Call Handling - Twenty First Century Communications
 - Mutual Assistance Routing System (MARS)
 - “Alert” high-speed customer notification system
- Live Agent Answering Service - West Asset Management, Inc.
- Additional Employees Added to the Company’s Call Center Workforce
- Expanded Toll-free Network by 60%
- Added AT&T Next Available Agent Routing

Operations Preparation

- Weather Event Monitoring
- Pre-event Storm Classification
- Global ETR Definition
- Outside Crewing and Staffing Acquisitions
- Internal Personnel Mobilization
- Equipment and Material Procurement
- Staging Area Preparation

Communications and Outreach

- CRT member deployed to the Pike County OEM/Fire Training Center
- Email Blasts
 - Pre-storm blast e-mails were sent to OEM, Police, Highway, elected officials, and customers
- Conference Calls
 - Proactive outreach to local OEMs, county and local officials
 - Daily PA PUC Utility Readiness Calls
 - Municipal conference calls with elected officials, school districts, and OEMs
- Social Media
 - 4 YouTube videos
 - 85 Facebook posts (37% increase in likes)
 - 356 Tweets (77% increase in followers)
- Post Sandy Outreach
 - Customer Input Meeting hosted by State Senator Baker
 - Pike County Community Advisory Council

Comparative Statistics

	Nov. 2012 Sandy	Oct. 2011 Snowstorm	Aug. 2011 Irene
Restoration (days)	12	9	7
Customer Outage	250,000	135,000	120,000
Call Volume	295,000	276,000	207,000
Damage Incidents	10,000	6,400	6,600
Major Materials			
Poles	523	143	151
Wire	251,100	73,900	50,200
Transformers	481	154	336
Transmission Lines	27	2	2
Substation Outages	17	0	0
Circuit Lockouts	143	60	58

Pre-event Staffing

Event	Start Date	Company Crews	Outside Resource Line Crews	Company Service Crews	Outside Resource Tree Crews	Outside Resource Service Crews	Company Wire Guards	Outside Resource Wire Guards	Company Damage Assessment Crews	Outside Resource Damage Assessment Crews	Total
Hurricane Sandy	Monday, October 29, 2012	63	85	0	61	38	92	110	33	90	572
October Snow Storm	Saturday, October 29, 2011	51	21	22	23	11	60	0	38	29	255
Hurricane Irene	Sunday, August 28, 2011	51	36	21	0	0	60	0	40	25	233

Logistics

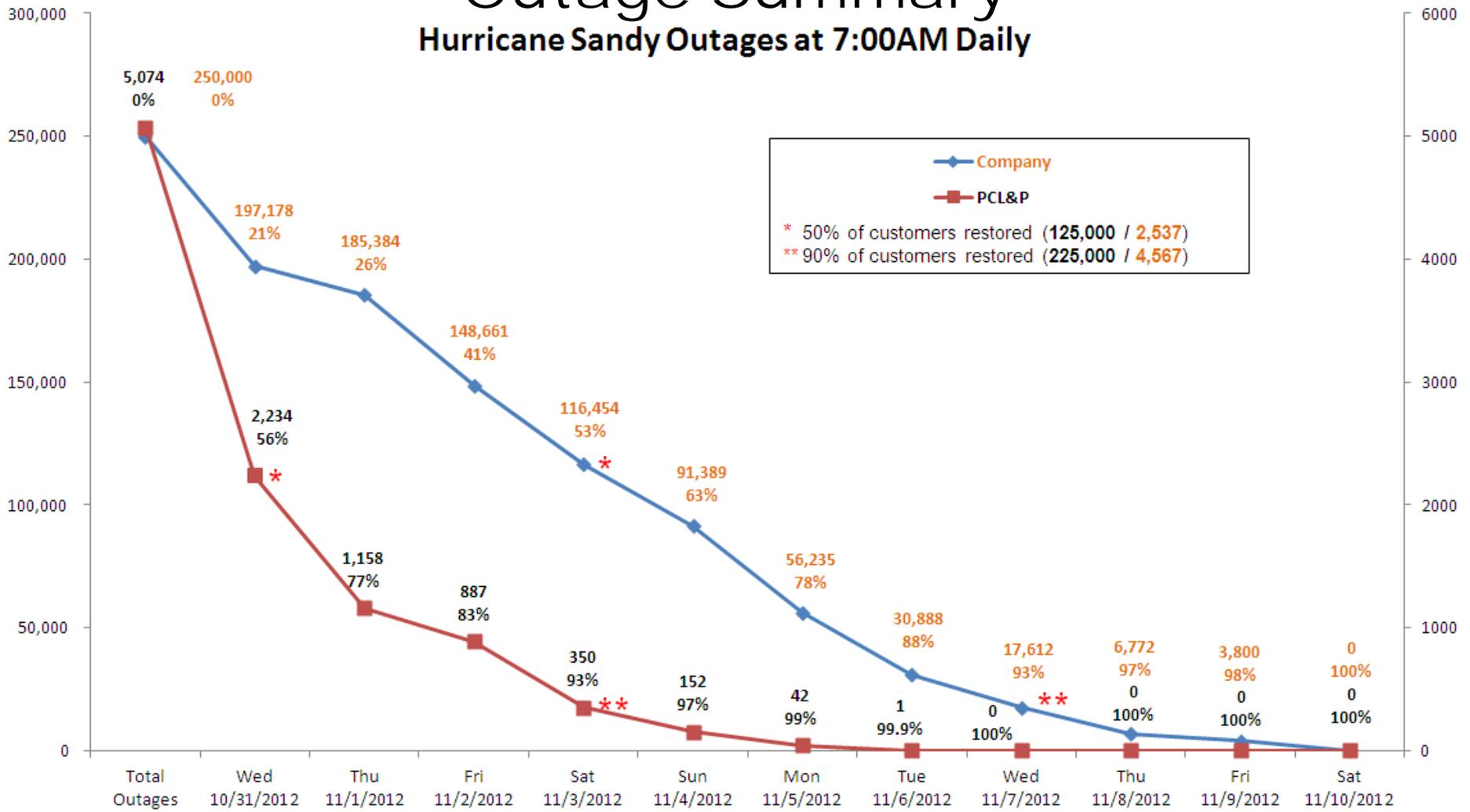
- 3 Diverse Staging Areas
- 39 Dry Ice Distribution Locations
 - Westfall Firehouse
 - Westfall Service Center
- Mutual Aid Support
 - 39 companies
 - 2800 personnel
 - US Military airlift
 - US National Guard
- 35 Hotels Utilized
- 28,166 Meals Served

Call Center

- 295,000 Calls
- Peak Volume of 7500 Calls on 10/29 7PM-8PM
- 75 % of Calls Answered by IVR at ASA 2 Sec
- 25% Answered by Live Agent at ASA of 9 Sec
 - 13% by live agent vendor
 - 12% by O&R call center

Outage Summary

Hurricane Sandy Outages at 7:00AM Daily



Lessons Learned

- Information
 - Quality
 - Individual ERTs
- Outage Management System (OMS) Enhancements
 - Regional restoration model
 - Information delivery
- Overhead System Resiliency